

UNIVERSITY OF SOUTHERN CALIFORNIA

Return to Work Coordinator

Job Code: 117031

OT Eligible: Yes

Comp Approval: 1/20/2022

JOB SUMMARY:

Responsible for processing and coordinating overall return-to-work administration, from the notification that an injured employee is able to return to work with a request for accommodation(s) until the employees release to full duty. Administers and implements established and recognized principles of disability case management.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

- | | | |
|-------|-------|--|
| _____ | _____ | Analyzes medical work restrictions, makes recommendations to return injured employees back to gainful employment, and maintains best practices by facilitating interactive processes. Creates, analyzes and evaluates statistical data, developing monthly and annual metrics on accommodation processes. |
| _____ | _____ | Serves as university liaison on all matters related to workers' compensation and return-to-work eligibility and/or certification, as well as point of contact for internal/external stakeholders – including the injured employee requiring accommodations. Provides ongoing consultation and problem-solving assistance to employees on the return-to-work process and temporary transitional assignments within and outside the university, all while maintaining transparency with their home department. |
| _____ | _____ | Ensures compliance with all applicable federal, state, and local laws and regulations (e.g., workers' compensation, Americans with Disabilities Act, Fair Employment and Housing Act) and university policies and procedures. |
| _____ | _____ | Stays current with latest return-to-work program knowledge, best practices and initiatives. Supports continuous performance improvements with guidelines, policy development, workflows, training and quality standards. |
| _____ | _____ | Develops strong, credible relationships from demonstrated ethical judgment, behavior and practiced confidentiality. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics. |
- Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

- Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:**Minimum Education:**

Bachelor's degree

Combined experience/education as substitute for minimum education

Minimum Experience:

1 year

Minimum Field of Expertise:

Certified Professional Disability Management and/or California Workers' Compensation Claims Administration certifications. Experience in Family and Medical Leave Act and ADA administration. Demonstrated working knowledge of FMLA, CFRA, ADA, FEHA requirements and workers' compensation laws. Ability to handle sensitive information with discretion and maintain confidentiality. Strong written and verbal communication skills, able to maintain a consistently positive attitude and courteous phone/email tone. Strong organizational and analytical skills, able to think strategically and creatively. Proficiency with Microsoft Office.

Preferred Education:

Bachelor's degree

Preferred Experience:

3 years

Preferred Field of Expertise:

Bachelor's degree in business, HR, law, psychology, communications or other related fields. Three or more years' experience in HR or return-to-work coordination. Experience in higher education. Experience reconciling discrepancies across documentation and driving resolutions of differences. Ability to provide clear and concise instructions to employees, simplifying the policies and procedures needed to complete processes. Ability to provide high level overview of return-to-work strategies and coordinate across multiple teams. Experience vetting and partnering with external providers. Ability to translate meaning, identify issues and make process improvement recommendations. Experience reporting and presenting findings after analyzing data. Excellent interpersonal skills, emotional intelligence, and relationship-building abilities.

Supervises: Level:

May supervise student, temporary and/or resource workers.

Comments:

This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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